Samuel Sameh

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EDUCATION

University Of London   Cairo, Egypt
BSC of Computer Science   2022-2026
Classification: Grade Achieved 2.78 GPA
Relevant Coursework: AI and Machine Learning

                                                                                                                          Cairo, Egypt
IGCSE, New Ramses College   Graduated 2021

WORK EXPERIENCE

A/B Businesses   Remote for USA, Egypt
Call Center Agent   Jan 2024 – May 2024
- Provided customer support for Medicare inquiries, achieving a 90% customer satisfaction rate
- Executed cold calling for roofing services, effectively increasing leads by 15% by implementing a customized communication strategy.
- Designed agent training programs to improve cold calling success rates, enhancing both customer engagement and satisfaction.
- Describe what you accomplished in your position and give numbers indicating achievements

ICALL OUTSOURCING   Remote for Canada, Egypt
Loan Specialist   October 2024 – November 2024
- Managed outbound and inbound calls for a Canadian loan services campaign, guiding clients through loan applications and eligibility requirements.
- Achieved a 25% increase in successful loan approvals by implementing a personalized approach and ensuring clients completed applications accurately.
- Consistently exceeded monthly targets by 20% through proactive follow-ups and cross-functional teamwork.

GIPFEL   Cairo, Egypt
Event Usher   Freelance
- Provided ushering and event support services at high-profile events, including a 10-day conference in Sharm El Sheikh and the Intra-African Trade Fair (IATF) in Cairo.
- Assisted in organizing and directing guests, managing VIP sections, and supporting security protocols during events, including one attended by the President of Egypt.
- Contributed to seamless event operations, earning recognition for professionalism and guest engagement.

TRAINING AND CERTIFICATIONS

Marcyrl Pharmaceutical Industries   Cairo, Egypt
SAP Training   September 2023 – October 2023
- Completed training in SAP software, gaining knowledge in ERP systems and understanding the integration of business processes across finance, inventory, and operations.

Prodigy InfoTech   Remote, Egypt
Data Science Internship   August 2024 – November 2024
- Gained hands-on experience in data science, working on practical projects and building skills in data analysis and visualization.
- Shared project outcomes on LinkedIn as part of professional networking requirements.

SKILLS AND INTERESTS

- **Technical Skills**: Python, JavaScript, HTML/CSS, Microsoft Office Suite (Word, Excel, PowerPoint), Frontend Development, p5.js, OpenCV
- Languages: Fluent in Arabic and English
- Interests: Data Science, Game Development, AI & Machine Learning and Business Development